Children's Mental Health Waiver

Provider Procedure for: Changes in ISP Service Providers/Units

Implementation Date: 9/1/07

Revision Date: None

Overview

The opportunity for the youth and family to change service providers is available to them at any period during their time with the waiver program. Service planning may also be impacted by the changing needs of the youth where there is a desire to focus more attention on one particular service and less on another. The Waiver Program supports these changes and has developed processes to facilitate these needs.

This procedure is to be implemented only for waiver service providers and waiver service units.

Waiver Provider Roles and Responsibilities

Family Care Coordinator will:

- Work with the youth and family to convene a Family Care Team meeting upon receipt of a request for a modification to the current Individual Service Plan that involves a change in waiver providers and/or waiver service units.
- Facilitate the Team meeting to include the youth and family as well as any/all waiver service providers who will be impacted by the requested change.
 - Request documentation from waiver providers involved in the proposed change to verify the current status of used and available service units.
 - "Used" units are defined as units that have been billed as well as units where service has been provided but the units may not yet be billed.
 - Only the unused service units of involved providers may be moved to another provider or another waiver service.
 - Consideration must also be given to the accompanying unit rates for the available units
 - Because unit rates are different for each service, the available units may require "conversion" from the service they are being taken from to the service they are being moved to.
 - Scenarios to demonstrate how this process works are included with this procedure.
 - Contact Waiver Program staff for further assistance.
 - Ensure that the proposed service plan modifications will be made within current available service units.
 - Service Plan changes that result in an overage of the existing Individual Service Plan budget or add new services or increase existing service frequency/duration to cause the plan to exceed the total quarterly budget of \$7,000 requires completion of an Exceptional Service Plan request (refer to procedure).
- Complete the following forms as part of the Team meeting:
 - Individual Service Plan Modification form (FCC-2) to outline and document proposed changes.
 - Pre-Approval for Modification to Service Plan (FCC-3) form to document and communicate changes in waiver service providers or changes in units from one provider to another.

- Information from this document is required for the Waiver Program to make the needed changes to the billing database.
- Submit plan modification to Waiver Program for review and approval, providing additional information as requested.
 - Required forms (as noted above) must be submitted to the Waiver Program for review and approval within at least 1 working day prior to the modification start date.
- Follow information sharing process to provide copies of the approved request to youth/youth and family and all involved Family Care Team members.
- Report/document plan modifications as part of Family Care Team Monthly Service Plan reviews (FCC-1) and subsequent Individual Service Plans.

Waiver Service Providers will:

- Monitor service unit utilization and be prepared to provide current data on number of service units available.
- Upon receipt of copy of approved ISP modification, design and implement service outcome objectives (FCT-1) and/or behavior support plans (FCT-6) to address service plan modifications, as applicable.
 - Agreed upon updates/changes to the Individual Service Plan must be implemented within 5 working days of the Family Care Team meeting, or sooner as identified by the youth/family and Team to address significant health and safety issues.
- Report/document progress status and utilization as part of Family Care Team Monthly Service Plan Review (FCC-1).